

Transforming Special Education Dispute Resolution in Indiana

ABOUT THE CUSTOMER

The Indiana Department of Education, Office of Special Education, Special Education Dispute Resolution oversees compliance across all special education programs for students aged 3 to 22. These programs include elementary and secondary school programs, as well as early childhood programs for children not yet in kindergarten. Clients include public school corporations, charter schools, state agencies, and other public entities.

The Customer's Clients

The primary clients of Indiana's Office of Special Education include students and their families who utilize services for children needing special education, from early childhood through high school graduation.

THE CHALLENGE:

When disagreements between parents and school personnel cannot be resolved informally through meetings or facilitated Individualized Education Program (IEP) discussions, formal options, such as filing complaints, mediation, or due process hearings, become necessary.

The challenge for the Indiana Department of Education (IDOE) was to streamline this formal process while maintaining compliance with federal and state laws, such as Indiana's Article 7 and the federal Individuals with Disabilities Education Act (IDEA). This lengthy, complex process highlighted the need for a more efficient and accessible system.

“The streamlined approach of I-CHAMP has transformed how we manage and resolve cases, allowing us to serve our stakeholders with greater efficiency and transparency.”

— ZORETTA WARD-HOLLOWAY, ESQ., EDS,
DIRECTOR OF DISPUTE RESOLUTION



The Solution

The Indiana Complaint, Hearing, and Mediation Process (I-CHAMP), built on Microsoft’s Dynamics 365 Customer Service platform, serves as a centralized, online hub for IDOE’s dispute resolution process. Hosted within the Office 365 Government GCC environment, I-CHAMP includes enhanced self-service features, such as:

- **Complaint Investigators:** From timeline management to corrective action tracking, I-CHAMP facilitates the entire complaint investigation process.
- **Hearing Officers:** Officers can accept requests, manage cases, issue orders, store records, track timelines, and handle billing.
- **Mediators:** With I-CHAMP, mediators can accept requests, schedule sessions, store documents, and issue invoices.

Areas of Focus



User accessibility on any device, providing a single source of truth for case management.



Enhanced communication and transparency across all parties involved in dispute resolution.



Real-time dashboards for insight into support metrics and tracking of bi-weekly stakeholder meetings.



Automated tools that streamline document management, including on-demand document downloads for legal processes.

Business Value

I-CHAMP offers start-to-finish case management for complaint investigators, mediators, and hearing officers, while improving compliance monitoring and data analysis. Representing a notable increase in efficiency and streamlined workflow,

IN 2023, I-CHAMP HANDLED

260
COMPLAINTS

114
HEARINGS

110 MEDIATION
COMPLAINTS

Key Success Factors



Deep Collaboration and Expertise

eImagine's understanding of IDEA and Article 7 processes allowed them to tailor I-CHAMP specifically for IDOE's needs.



Unified Case Management

While other states rely on disparate tools, Indiana's I-CHAMP offers an all-in-one system that enhances efficiency, data tracking, and reporting capabilities.



Ongoing Support

eImagine provides annual maintenance and continuous enhancements, ensuring I-CHAMP evolves with the needs of IDOE and the dynamic landscape of special education law.

Lessons Learned and Next Steps

Improved Data Interaction

Future enhancements will focus on advanced data visualization, real-time reporting, and mobile accessibility.

Increased Scalability

By consolidating multiple data sources, I-CHAMP aims to provide intuitive, user-friendly interfaces that streamline the data experience.

This ongoing partnership underscores eImagine's commitment to tailoring solutions that address the unique complexities of special education dispute resolution.

Are you ready to eImagine better?

Contact us at:
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